



**Unity Health Plans Insurance Corporation**  
**Community Network**  
 840 Carolina Street  
 Sauk City, WI 53583  
 (800) 362-3310 FAX (608) 643-2564  
 www.unityhealth.com



Type of Plan .....	Health Maintenance Organization
Total Number of Members.....	75,817
Years of Operating Experience .....	21
Total Number of Primary Care Physicians (PCPs) .....	312
Percentage of PCPs Accepting New Patients .....	95.3%
Percentage of Board Certified Specialty Care Physicians.....	86.9%
Number of Urgent Care Facilities .....	18
Number of Dentists.....	33
Percentage of Dentists Accepting New Patients .....	97%

### ADDITIONAL INFORMATION

<b>Referral Requirements</b>	No written referral requests are needed when you seek care for medically necessary covered services from Unity Community providers. In addition, covered benefits for chiropractic care, dental care, one annual routine eye exam, and OB/GYN care do not require a written referral request from your PCP, but you must use a participating network specialist. Out-of-plan provider requests do require a written referral request from your physician that must be approved by Unity and will be reviewed only for services that are not available from participating providers in the Community Network. You, your PCP and the specialist to whom you're being referred will receive a notification from Unity stating the decision on your referral request. Please contact Unity Customer Service at 1-800-362-3310 with any questions.
<b>Prior Authorization Requirements</b>	Some medical services, procedures and equipment require prior authorization and your physician must obtain approval from Unity before you can obtain these services. For behavioral health requirements, please refer to the Outpatient Mental Health Network/Policy on the next page. All prior authorized services are reviewed for medical necessity. Your physician submits the prior authorization request to Unity and you, your PCP and the specialist requesting the service will receive a notice from Unity stating the decision on your prior authorization request.
<b>Medicare Claims Procedure</b>	Most Unity providers accept Medicare assignment. When using these providers, you do not need to submit anything to Unity. In those few cases when a provider does not accept assignment, we will notify you and the provider if a copy of your Explanation of Medicare Benefits (EOMB) is needed.
<b>On-Line Services</b>	<p>Unity Health Insurance is launching a new service, Benefits Assistant, in October 2004. Through Benefits Assistant, which can be accessed through Unity's web site (<a href="http://www.unityhealth.com">www.unityhealth.com</a>), a member has the ability to:</p> <ul style="list-style-type: none"> <li>• Access claim information, authorizations and referrals</li> <li>• Perform enhanced provider searches based not only on name, but also on geographic distances from the member's home or office</li> <li>• View information on their specific health plan benefits</li> <li>• View eligibility for themselves and any dependents</li> <li>• Contact Customer Service through a secure portal – you no longer have to worry about sending your protected health information (PHI) over the internet – all information stays within Benefits Assistant</li> <li>• Update member information, such as address changes, telephone number changes, PCP changes and ID card requests</li> <li>• Through Unity's public web site members will continue to have access to wellness programs including, Fitness First, Wellness First and Health First</li> </ul>

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	<ul style="list-style-type: none"> <li>Member information in Spanish, including recordings of Nuestra Salud that were previously broadcast on La Movida is on Unity's public web site</li> </ul>
<b>Outpatient Mental Health Network/Policy</b>	Unity offers a service to assist you with your behavioral health care needs. The Behavioral Health Consultation System (BHCS) is a triage line staffed by experienced mental health clinicians. They will help you make an appointment and ensure that you see the correct type of behavioral health practitioner for your specific needs. You must call BHCS at 1-800-683-2300 for prior authorization of all mental health and AODA assessments and treatment. A referral from your PCP is not required.
<b>24-Hour Nurse Line</b>	Not Available
<b>PCP Restrictions</b>	Each family member may select a different PCP within the Community Network. Changes to your PCP may be made by contacting Unity and your payroll office. When we receive your change request by the 20 <sup>th</sup> day of the month, it will be effective the first day of the following month.
<b>Dental Benefits If Provided</b>	Unity provides 100% coverage for specified preventive dental services at participating dental offices. Contact Unity Customer Service at 1-800-362-3310 for a complete description of benefits.
<b>Quality Improvement Initiatives</b>	<ul style="list-style-type: none"> <li>Establish new health management programs in migraine headaches, attention deficit hyperactivity disorder and depression while promoting, through newsletter articles and/or targeted mailings to members, existing programs in dyslipidemia, preventive care, asthma, diabetes, immunizations, breast and cervical cancer screening, smoking cessation, post-partum check-ups, and influenza vaccines.</li> <li>Focus on customer service initiatives that include the monitoring of performance to maintain or improve current results of answering calls in an average of 10 seconds or less with less than a 2% abandoned call rate and pay 100% of non-investigated claims in 30 days or less with better than 99.7% financial accuracy.</li> <li>Develop a new on-line resource for members to access their personal insurance information through a secure portal.</li> <li>Educate members, practitioners and hospitals on patient safety.</li> </ul>

Counties in Service Area	Hospitals in County	Major Providers in County
Adams	✓ Moundview Memorial Hospital and Clinics	To find out if your physician is a participating provider, visit our web site at <a href="http://www.unityhealth.com">www.unityhealth.com</a> or call Unity Customer Service at 1-800-362-3310 to request a 2005 State of Wisconsin Provider Directory and Member Information book.
Columbia	✓ Columbus Community Hospital ✓ Divine Savior Healthcare, Inc.	
Crawford	✓ Prairie du Chien Memorial Hospital	
Dodge	✓ Beaver Dam Community Hospital ✓ Watertown Memorial Hospital ✓ Waupun Memorial Hospital	
Grant	✓ Boscobel Area Health Care ✓ Grant Regional Health Center ✓ Southwest Health Center	
Green	✓ The Monroe Clinic Hospital	
Iowa	✓ Upland Hills Health	
Jefferson	✓ Fort Healthcare, Inc.	
Juneau	✓ Hess Memorial Hospital	
Marquette		
Richland	Richland Hospital	
Rock	✓ Beloit Memorial Hospital ✓ Memorial Community Hospital ✓ Mercy Medical Center	
Sauk	✓ Sauk Prairie Memorial Hospital ✓ St. Claire Hospital and Health Services ✓ Reedsburg Area Medical Center	
Vernon	✓ Vernon Memorial Hospital St. Joseph's Community Health Services, Inc.	

